e-QIP Review Frequently Asked Questions:

Why can't I open the attachments?

In order to open the portfolio files, you need to have the most recent version of Adobe Acrobat Reader AND Adobe Flash Player installed on your computer. They are not the same program, and need to be downloaded separately. Adobe Acrobat Reader can be downloaded at http://get.adobe.com/reader/ and Adobe Flash Player can be downloaded at http://get.adobe.com/flashplayer/.   If that doesn't work try to use a different web browser such as Internet Explorer, Mozilla Firefox, or Safari.
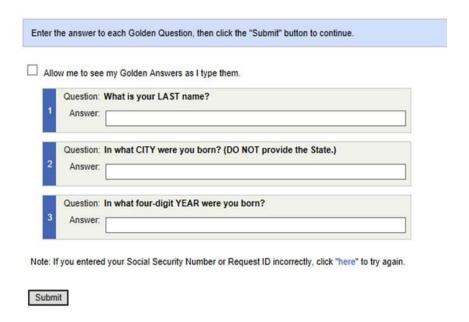
Why can't I access e-QIP?

Make sure you click on the Register for Username and Password.

Enter your Social Security Number.

Click on Allow me to see my Golden Answers as I type them. Make sure you are entering **Unknown** for your answer to "In what CITY were you born". Make sure you check your spelling as it is case sensitive

If you previously completed an e-QIP with a different agency try using your previous username and password.

Why can't I get through Section 13?

Make sure you are covering your entire employment history, whether or not you were working, from the month that you turned 18 to the present. Any periods you were not working need to be entered as unemployment.

How do I find out if I am registered for Selective Service?

Go to Selective Service System: Welcome and click on Check Registration.

Enter your information in the Online Registration Search grid.

Selective Service Online Registration Verification

This service allows you to look up a man's Selective Service number, as well as the date he registered. Enter a last name, social security number, and date of birth for the registered man, and click on "Submit."

Only registrations of men born on or after January 1, 1960, can be verified through this system. To obtain Selective Service information about men born earlier, CLICK HERE and follow the instructions on our "Records" page.

Selective Service Online Registration Search	
Last Name:	
Social Security Number:	(No dashes or spaces)
Date of Birth:	(mmddyyyy)
Submit Reset	

What if I don't have someone who has known me for 7 years in Section 16?

You need to have the required timeframe covered either by one person or combination of different people. You must provide a reference, there is no exception.

What if I don't have the required information for my relatives as required in Section 18?

Each relative needs to have their own entry. For example: If you do not know your father you would still need to create an entry for him and enter as much information as you can for him.

If you are missing information on a specific relative you can enter Unknown as long as you enter a detailed reason for why you cannot provide the required information.

What are the codes for the CF-258?

The codes are located on the 1st page of the instruction sheet. Steps 4 through 7 have the codes required.

What does US Foreign indicator mean?

It is asking if the account based in the US or a foreign country.

How do I attach my forms to e-QIP?

Upload to e-QIP Directly

Each form must be uploaded as a separate file. Upload the attachments by browsing for each file on your local system using the "Browse" button. Once the file is selected, type a description of the file in the appropriate "Description" field. Finally, upload the file into the system by clicking the "Upload Attachment" button.

e-QIP only accepts attachments in Tag Image File (.tif or .tiff) or Portable Document Format (.pdf). The maximum file size allowed is 5 MB. The recommended scanning specifications include a resolution of 300 dpi and bi-tonal, not color scanning.

Fax Attachment to e-QIP Directly

To fax an attachment and have it automatically associated with your Request:

1. Each individual page you attach must have its own bar-coded fax cover sheet.
2. After selecting Direct Fax, enter the number "1" in "Number of Attached Pages" and enter your telephone number.
3. Generate the fax cover sheet by clicking the "Create Fax Cover Sheet" button. Once generated, the fax cover sheet will appear in a separate new window for review and printing. The cover sheet (with barcode) must be printed as a black and white image. **Print one cover sheet for each page you want to attach to your e-QIP.** For example, if you have eight pages to attach, you will need eight cover sheets. Note that the Financial Disclosure Report is a 2-page form and will need two cover sheets.
4. Put one cover sheet on top of each page and then fax the entire stack of papers **to the fax number specified on the cover sheet**. If successful, the fax will be displayed in the "Directly Attached/ Expected Attachments" section of the "Attachments Summary" screen.
5. Confirm that the fax was correctly attached and can be viewed from this screen. The "Refresh" button at the bottom of the "Directly Attached / Expected Attachments" table may need to be clicked several times before the faxed attachment is displayed in the list. If the faxed attachment does not show up in the list within ten minutes and your fax machine indicates that the fax was successfully sent, try sending the fax again. If you still experience problems, contact your case manager for assistance.

What if I released my e-QIP without attaching forms?

After your e-QIP has been released, we will review it and contact you for anything missing at that time. Hold onto any forms that you have complete. Do not mail them in.

Who can I contact if I have questions about the paperwork?

You will be assigned a case manager and given their contact information at the time you are sent the background investigation packet. If you do not know your case manager contact 952-857-2914.

What if I cannot get a hold of my case manager?

The easiest way to get ahold of your case manager is via email. Make sure you only email them 1 time and they will get back to you as soon as they can. Do NOT call around to multiple units or case managers. This increases the workload and delays us in getting you a timely response.

What if I need more time to complete the required paperwork?

Contact your case manager and request an extension.